

Frequently Asked Questions about Recology CleanScapes' New Garbage, Recycling, and Food & Yard Waste Service

Do I need to do anything to start service?

No! Your existing carts and services will remain the same unless you request a change

I live in a recently annexed part of Maple Valley. Will Recology CleanScapes be my new service provider?

Republic Services will continue to collect the areas of Maple Ridge and Maple Woods until July 2019.

Will my rates change?

Good News! Residential collection rates will decrease slightly. Detailed information on your new rates available at: recologycleanscapes.com/maplevalley.

Will I still be able to receive and pay my bill online?

Yes! You can manage your account online or sign up for paperless billing or automatic deduction at recologycleanscapes.com/maplevalley. Customers can choose to receive paper invoices in the mail and can pay by mail, over the phone, online, or in person at the Recology CleanScapes store in Gilman Village in Issaquah.

Will my collection day change?

Your collection day may change. Your collection day is listed on the service guide which was sent to customers earlier this month. You may also confirm your service day by visiting our website at: recologycleanscapes.com/maplevalley.

Will my collection time change?

Your collection time may vary. To avoid a missed collection, please place carts curbside by 7am on your collection day and wait until they have been emptied to put them away.

What should I do if I'm unable to bring my carts to the curb for collection?

Recology CleanScapes offers "pack out" service for customers who are physically unable to bring their carts to the curb for collection. To request this service, please call 425.413.1555.

I live alone and don't need a big cart. Do you have smaller option available?

Yes! Customers now have the option of a 10-gallon cart. This option is available for garbage and food & yard waste.

Will I be able to recycle any new items?

Yes! With proper handling, you can now recycle special items such as fluorescent tubes & bulbs, household appliances, and Styrofoam for FREE. Please do NOT place these items inside your recycling cart. Refer to the service guide or our website for a complete list of special items and important handling instructions.

Still have questions? Contact Recology CleanScapes Customer Service 7 days a week:

Customer Service: 425-413-1555 Email: maplevalley@recology.com Website: recologycleanscapes.com/maplevalley